



## **ELECTRONIC RECORDS ARCHIVES**

### **PERFORMANCE GOAL SPECIFICATION (PGS v1.0) (WBS # 1.4.4.3)**

for the

**NATIONAL ARCHIVES AND  
RECORDS ADMINISTRATION**

**ELECTRONIC RECORDS ARCHIVES  
PROGRAM MANAGEMENT OFFICE  
(NARA ERA PMO)**

Final  
December 4, 2003

FINAL

## PERFORMANCE GOAL SPECIFICATION (PGS)

### Signature Page

Program Director,

I recommend approval of the Performance Goal Specification (PGS).

\_\_\_\_\_  
Dan Jansen,  
ERA Program

\_\_\_\_\_  
Date

Approved,

\_\_\_\_\_  
Kenneth Thibodeau,  
ERA Program Director

\_\_\_\_\_  
Date

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## Document Change Control Sheet

**Document Title:** Performance Goal Specification (PGS)

Date	Filename/version Number	Author	Revision Description
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**PERFORMANCE GOAL SPECIFICATION (PGS)****1.0 Introduction**

The National Archives and Records Administration (NARA) Strategic Plan identifies and describes the basis for its mission, vision, and values for the future. NARA's plan identifies efforts under way to meet objectives, such as progress toward creating a viable Electronic Records Archives (ERA), implementing initiatives to redesign Federal records management, and making an increasingly number of records and services available to our customers through the Internet.

**1.1 Purpose**

The *ERA Performance Goal Specification (PGS)* is meant to provide performance goals and objectives that are to be met through the successful analysis, design, and implementation of the ERA system. These metrics specifications convey the purpose of each measure to be captured and the formula that will be applied. Successful implementation of the requirements as specified in the *ERA Requirements Document (RD)* will ensure that these performance goals of the ERA system will be achieved. The *ERA PGS* is considered Government Furnished Information (GFI) and is current at the time of the *ERA Request For Proposal (RFP)*. The *ERA PGS* should be used, in conjunction with the *ERA RFP* materials and directions to offerors, by the integrators in preparing the technical and cost approaches for their ERA proposals.

**1.2 ERA Program Overview**

ERA will be a comprehensive, systematic, and dynamic means for preserving virtually any kind of electronic record, free from dependence on any specific hardware or software. The ERA system, when operational, will make it easy for NARA customers to find records they want and easy for NARA to deliver those records in formats suited to customers' needs.

**2.0 Document Assumptions**

The following assumptions were made during the development of this document.

- The paper's intended audience is the ERA development contractor(s) and the ERA Program Management Office (PMO).
- The paper is meant to provide guidance for the proposal phase of the ERA program. It is expected that the metrics specifications contained herein will be fully defined during the Analysis and Design phase of the ERA project.
- The paper reflects the goals and performance objectives as delineated in the NARA Strategic Plan.

**3.0 References**

The following sections list NARA documentation and ERA PMO documentation that were used in the development of the *ERA PGS*.

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**3.1 NARA Documentation**

NARA documentation that was used in the development of this *ERA PGS* is listed below.

- National Archives and Records Administration, *The Strategic Plan of the National Archives and Records Administration 1997-2008, Ready Access to Essential Evidence, Revised 2003*
- National Archives and Records Administration, *2004 Performance Plan*
- *Federal Enterprise Architecture Performance Reference Model*, version 1.0

**3.2 ERA PMO Documentation**

The following ERA PMO documentation was used to support the generation of the *ERA PGS* is listed below.

- Request For Proposal (RFP), Version 1.0
  - Statement of Objectives (SOO) (Section J – Attachment 1)
- Requirements Document (RD), Version 3.0
- Preservation Concept Paper

**4.0 Acronyms and Definitions**

**Table 4-1, Acronyms List**, contains a list of acronyms used herein.

ACRONYM	DEFINITION
ER	Electronic Records
ERA	Electronic Records Archives
FQTR	Fiscal Quarter
FY	Fiscal Year
GFI	Government Furnished Information
GPEA	Government Paperwork Elimination Act
LOS	Level of Service
PGS	Performance Goal Specification
NARA	National Archives and Records Administration
OMB	Office of Management and Budget
PMO	Program Management Office
PMRS	Performance Measurement Reporting System
RD	Requirements Document
RFP	Request for Proposal
SOO	Statement of Objectives
TBD	To Be Determined
WBS	Work Breakdown Structure

**Table 4-1: Acronyms List**

**FINAL****5.0 Metrics Specifications**

The following metrics specifications are provided in the pages that follow.

- ERA-1 Percentage of Scheduled Archival Electronic Records (ERs) Accessioned at the Scheduled Time
- ERA-2 Percentage of Electronic Holdings Managed at the planned Preservation and Access Level
- ERA-3 Percentage of Customers Satisfied With NARA Scheduling and Appraisal Services
- ERA-4 Percentage of Customers Satisfied With ERA Services
- ERA-5 Percentage of Electronic Records Holdings Available Online
- ERA-6 Median Time to Complete Review and Redaction of Access Restricted ERs
- ERA-7 Percentage of Holdings For Which Descriptive Information is Available
- ERA-8 Percentage of Electronic Records Holdings Open and Accessible Online
- ERA-9 Percentage of Records Schedule Items Submitted and Approved Electronically
- ERA-10 Median Time From Transfer of Archival ERs to NARA Until they are Available
  
- ERA-11 Number of Customers Using ERA Services
- ERA-12 Percentage of Archival ERs Preserved in a Persistent Format
- ERA-13 Per Megabyte Cost for Preserving ERs
- ERA-14 Electronic Records Recall Percentage

## FINAL

<b>ERA-1</b>	<b>Percent of scheduled archival electronic records accessioned by NARA at the scheduled time</b>
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**Purpose:** This target metric is a measure of NARA's success in accessioning electronic records.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

$$\begin{array}{l} \text{Percent of} \\ \text{electronic records} \\ \text{that were} \\ \text{accessioned at the} \\ \text{scheduled time} \end{array} = \frac{\text{Number of electronic records accessioned (Actual)}}{\text{Total number of electronic records scheduled to be accessioned}} \times 100$$

**Definitions:** Reference Appendix A in the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** Deputy Archivist of the United States

**Contacts:** Dr. Kenneth Thibodeau

**FINAL**

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of electronic records scheduled to be accessioned	
B	Number of electronic records accessioned (Actual)	
C	Percent of electronic records that were accessioned at the scheduled time	

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*Data Collection Plan*

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**Table:** TBD, structure of data will be provided by ERA to PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

<b>ERA-2</b>	<b>Percent of archival electronic holdings managed at the planned Preservation and Access Level</b>
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<b>Purpose:</b>	This target metric is a measure of NARA’s ability to preserve electronic records effectively.
<b>Status:</b>	TBD
<b>Authority:</b>	2004 Annual Performance Plan
<b>Last Updated:</b>	10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

Percent of electronic records holdings managed at the planned Preservation and Access Level identified in their associated Preservation and Access Plan	$= \frac{\text{Number of electronic records holdings managed at the level identified in their associated Preservation and Access Plan}}{\text{Total number of electronic records holdings}} \times 100$
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**Definitions:** Reference Appendix A in the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** Deputy Archivist of the United States

**FINAL****Contacts:** Dr. Kenneth Thibodeau**Dimensions:** These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of electronic records holdings	
B	Number of electronic records holdings managed at the planned Preservation and Access Level	
C	Percent of electronic records holdings managed at the appropriate level identified in their associated Preservation and Access Plan	

*Data Collection Plan***Table:** TBD, the structure of the data will be provided by ERA to PMRS**Point of Data Entry:** TBD**Data Reporting Frequency:** Monthly**Notes:**

1. For further information regarding levels of service, reference Government Furnished Information (GFI): *Concept Paper on Preservation*

FINAL

**ERA-3 Percentage of Customers Satisfied With NARA Scheduling and Appraisal Services**

**Purpose:** This target metric is a measure of the effectiveness of changes to the records scheduling and appraisal process as it relates to customer satisfaction.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/9/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

$$\text{Percent of Customer Satisfaction} = \frac{\text{Number of customers that are satisfied with NARA scheduling and appraisal services}}{\text{Total number of customers}} \times 100$$

**Definitions:** Reference Appendix A in the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

FINAL

	<i>Measure</i>	<i>Definition</i>
A	Total number of customers	
B	Number of customers that are satisfied with NARA scheduling and appraisal services	
C	Percent of Customer Satisfaction	

*Data Collection Plan*

**Table:** TBD, structure of the data will be provided by ERA to PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

- Notes:**
1. A survey program will need to be created
  2. Updated agency list required
  3. Reporting method needs to be determined.

## FINAL

**ERA-4      Percent of Customers Satisfied With ERA Services**

**Purpose:** This indicator metric is a measure of the percentage of customers that are satisfied with using ERA services (specifically the ERA system's performance (including availability, capacity, ease of use, etc.).

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/9/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

Percent of Customers Satisfied Using ERA Services	=	<i>Number of customers that are satisfied using ERA services</i>	_____	<i>x 100</i>
			<i>Total number of customers using ERA services</i>	

**Definitions:**

- *Customer*: anyone who uses ERA services. Customer categories are defined by the Office of Management and Budget (OMB) in the Government Paperwork Elimination Act (GPEA) guidance. There are four (4) categories used by NARA, excluding internal NARA services.
  - Internal: internal Federal Government work, including interagency work
  - Business: NARA services provided to for-profit businesses
  - Citizen: NARA services provided to private citizens or individuals
  - Government: NARA services provided to local or state governments or non-profit institutions.
- Reference Appendix A of the *ERA Requirements Document (RD)* for additional definitions

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**FINAL****Owner(s):** TBD**Contacts:** TBD**Dimensions:** These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of customers using ERA services	
B	Number of customers that are satisfied using ERA services	
C	Percent of customers satisfied using ERA services	

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*Data Collection Plan*

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**Table:** TBD, structure of the data will be provided by ERA to PMRS**Point of Data Entry:** TBD**Data Reporting Frequency:** Monthly

- Notes:**
1. A survey program will need to be created
  2. Reporting method needs to be determined.

## FINAL

**ERA-5 Percentage of Electronic Records Holdings Available Online**

**Purpose:** To measure the efficiency of NARA to make electronic records holdings available online. This includes access to restricted assets by authorized users.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

$$\text{Percent of electronic records holdings available online} = \frac{\text{Number of electronic records holdings that are available online}}{\text{Total number of electronic records holdings}} \times 100$$

**Definitions:** Reference the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

**FINAL**

	<i>Measure</i>	<i>Definition</i>
A	Number of electronic records holdings that are available online	
B	Total number of electronic records holdings	
C	Percent of electronic records holdings available online	

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*Data Collection Plan*

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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

## FINAL

<b>ERA-6</b>	<b>Median Time to Complete Review and Redaction of Access Restricted Electronic Records</b>
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**Purpose:** This target metric is a measure of the time it takes NARA to perform and complete a review and redaction of access restricted electronic records and make them available to the public.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/9/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

*Calculate the median number of calendar days from the date an access restricted electronic record is requested to the time it has been reviewed, redacted, and is made accessible to the public*

**Definitions:** Reference Appendix A of the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

FINAL

	<i>Measure</i>	<i>Definition</i>
A	Date that the request for an access restricted electronic record was made	
B	Completion date for the review, redaction, and accessibility of an access restricted electronic record	
C	Median number of calendar days from the date an access restricted electronic record is requested to the time it has been reviewed, redacted, and made accessible to the public	

*Data Collection Plan*

**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

**ERA-7 Percentage of Holdings for Which Descriptive Information is Available**

**Purpose:** This target metric is a measure of NARA’s efficiency in providing descriptive information for holdings and making the holdings available for access.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

$$\text{Percent of holdings for which descriptive information is available} = \frac{\text{Number of holdings in NARA with descriptive information}}{\text{Total number of holdings available in NARA}} \times 100$$

**Definitions:** Reference Appendix A of the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**FINAL**

**Measures:** PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of holdings in NARA with descriptive information	
B	Total number of holdings available in NARA	
C	Percent of holdings for which descriptive information is available	

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*Data Collection Plan*

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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

**ERA-8 Percentage of Electronic Records Holdings that are Open and Accessible Online**

**Purpose:** To measure the efficiency of NARA to make electronic records holdings open and accessible online to the public using a standard access method for the Record Types and Data Types as specified in the Preservation and Access Level.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

$$\text{Percent of electronic records holdings that are open and accessible online} = \frac{\text{Number of electronic records holdings that are open and accessible online}}{\text{Total number of electronic records holdings}} \times 100$$

**Definitions:** Reference the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**FINAL**

**Measures:** PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of electronic records holdings that are open and accessible online	
B	Total number of electronic records holdings	
C	Percent of electronic records holdings that are open and accessible online	

*Data Collection Plan*

**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

<b>ERA-9</b>	<b>Percentage of Records Schedule Items Submitted and Approved Electronically</b>
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<b>Purpose:</b>	This target metric is a measure of NARA’s efficiency with respect to their processing capability of electronic records.
<b>Status:</b>	TBD
<b>Authority:</b>	2004 Annual Performance Plan
<b>Last Updated:</b>	10/9/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

Percentage of records scheduled items submitted and approved electronically	=	$\frac{\text{Number of records schedule items submitted and approved electronically (Actual)}}{\text{Total number of records schedule items submitted for approval}} \times 100$
-----------------------------------------------------------------------------	---	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Definitions:** Reference Appendix A in the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**FINAL**

**Measures:** Performance Measurement Reporting System (PMRS) will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of records schedules items submitted and approved electronically (Actual)	
B	Total number of record schedules items submitted for approval	
C	Percentage of records schedule items submitted and approved electronically	

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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

**ERA-10 Median Time From Transfer of Archival Electronic Records Until they are Available for Access**

**Purpose:** This target metric is a measure of the time it takes NARA to process electronic records starting from the time of transfer until they are available for access.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/9/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

*Calculate the median number of calendar days from the date the electronic records are transferred to NARA to the day the electronic records are available for access*

**Definitions:** Reference Appendix A of the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

FINAL

	<i>Measure</i>	<i>Definition</i>
A	Date electronic records were transferred	
B	Date electronic records are ready for access	
C	Median number of calendar days from the date the electronic records are transferred to NARA to the day the electronic records are available for access	

*Data Collection Plan*

**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

**ERA-11      Number of Customer Using ERA Services**

**Purpose:**      This indicator metric is a measure of the number of customers using ERA services  
**Status:**      TBD  
**Authority:**    2004 Annual Performance Plan  
**Last Updated:** 10/9/2003

**Targets:**      Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

*Metric is a count of the total number of hits by customers using ERA services*

**Definitions:** Reference Appendix A of the *ERA Requirements Document (RD)*

**Precision:**    TBD

**Sources:**      Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):**    TBD

**Contacts:**    TBD

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:**    PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of hits by customers using ERA services	

**FINAL**

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*Data Collection Plan*

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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

FINAL

**ERA-12 Percentage of Archival Electronic Records Preserved in a Persistent Format**

**Purpose:** This target metric is a measure of NARA’s success in preserving electronic records holdings.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

$$\text{Percent of archival electronic records holdings preserved in a persistent format} = \frac{\text{Number of electronic records holdings preserved in persistent format}}{\text{Total number of electronic records holdings}} \times 100$$

**Definitions:** Reference Appendix A of the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

## FINAL

	<i>Measure</i>	<i>Definition</i>
A	Total number of electronic records holdings	
B	Number of those electronic records holdings preserved (Actual)	
C	Percent of archival electronic records holdings preserved in a persistent format	

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*Data Collection Plan*


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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

## FINAL

**ERA-13 Per Megabyte Cost of Preserving Electronic Records**

**Purpose:** This target is a measure of the cost of electronic records preservation. The expected outcome is that the Electronic Records Archives (ERA) economically preserves archival electronic records for future generations, i.e., the cost of preserving archival electronic records decreases each year.

**Status:** TBD

**Authority:** 2004 Annual Performance Plan

**Last Updated:** 10/09/2003

**Targets:** This is an indicator metric, not a target metric with annual goals.

**Calculation:**

$$\text{Per megabyte cost} = \frac{\text{Total number of megabytes managed}}{\text{Total cost of electronic records management}}$$

**Definitions:**

- *Megabyte* = A megabyte is a measure of computer storage capacity. A megabyte is 2 to the 20<sup>th</sup> power, or 1,048,576 bytes in decimal notation.
- Reference Appendix A of the *ERA Requirements Document (RD)* for additional definitions

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**FINAL**

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of megabytes managed	
B	Total cost of electronic records management	
C	Per megabyte cost	

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*Data Collection Plan*

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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** Monthly

**Notes:** None

**FINAL**

<b>ERA-14</b>	<b>Electronic Records Recall Percentage</b>
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<b>Purpose:</b>	To measure the ability to recall relevant electronic records during the search process. A benchmark test will have to be conducted and then repeated on a periodic basis. The periodicity will be determined by NARA.
<b>Status:</b>	TBD
<b>Authority:</b>	2004 Annual Performance Plan
<b>Last Updated:</b>	10/09/2003

**Targets:** Reference the *ERA Statement of Objectives (SOO)*

**Calculation:**

Electronic Records Recall Percentage	=	$\frac{\text{Number of relevant electronic records retrieved}}{\text{Number of relevant electronic records}}$
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**Definitions:** Reference the *ERA Requirements Document (RD)*

**Precision:** TBD

**Sources:** Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

**Owner(s):** TBD

**Contacts:** TBD

**Dimensions:** These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

**Measures:** PMRS will publish the following numbers:

**FINAL**

	<i>Measure</i>	<i>Definition</i>
A	Electronic Records Recall Percentage	
B	Number of relevant electronic records retrieved	
C	Number of relevant electronic records	

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*Data Collection Plan*

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**Table:** TBD, structure of the data will be provided by ERA to the PMRS

**Point of Data Entry:** TBD

**Data Reporting Frequency:** TBD

**Notes:** None